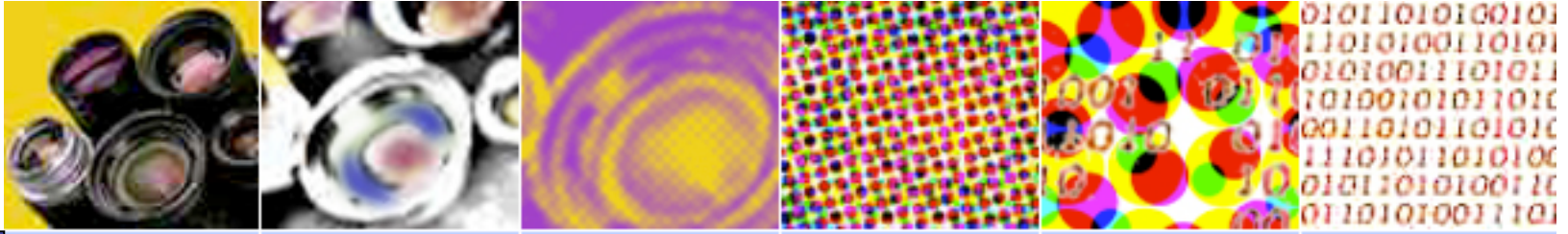


# Visual Media Services Department

- Customer Service
- Mission Statement
- Services Offered
- Staff Overview
- Products / Services
- Web Access
- Visual Infrastructure
- Costs and Ordering
- Turn Around Time



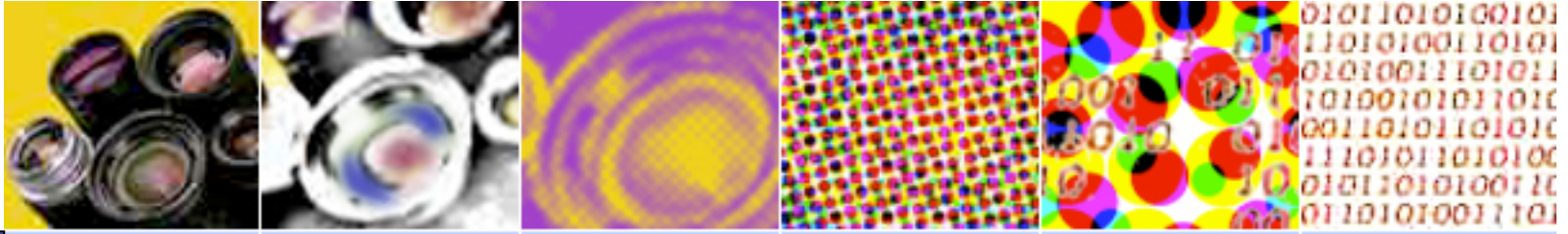


## **Customer Service Objective**

**Communicate to the customer that their request is important and a recognition that timely service to each request is an expectation held by our customers.**

**Communicate to the customer that our services are provided within a framework of guidelines, policies and practices that are followed.**

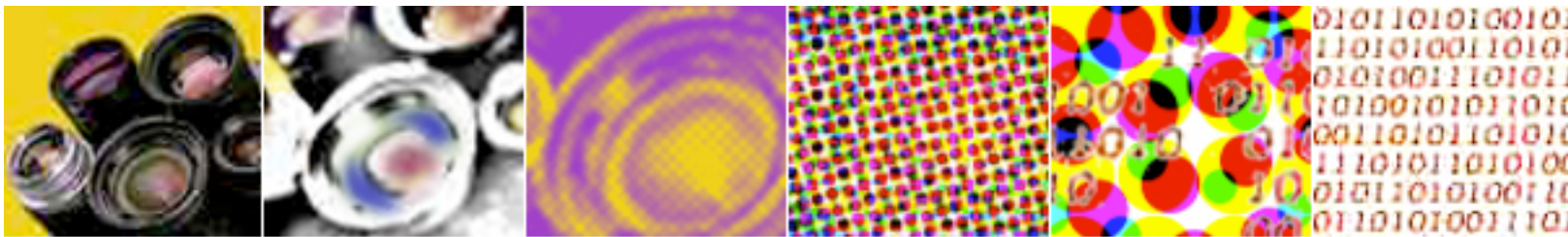
**Communicate to the customer the service commitment made will be met on time and on budget.**



## **Visual Media Services supports the communication needs of LSS and Fermilab by:**

- Producing professional quality, cost effective communication media programs, products and documents that meet laboratory communication and training needs.**
- Documenting, archiving and cataloguing images of activities, milestones and scientific achievements that will form part of the record of Fermilab.**
- Providing multi-media support and services for meetings, events and conferences.**



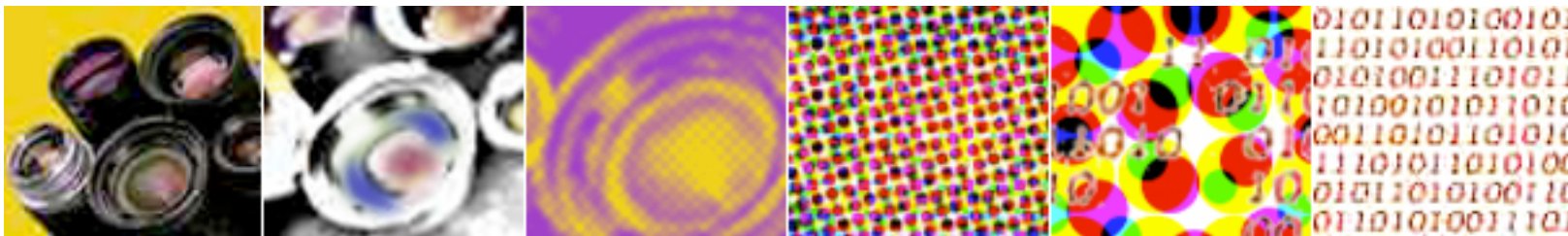


## Services Offered

Photography  
Digital Imaging  
Graphic Arts  
Video Production  
Video Streaming  
Duplicating  
Multimedia/  
Audiovisual  
Setup





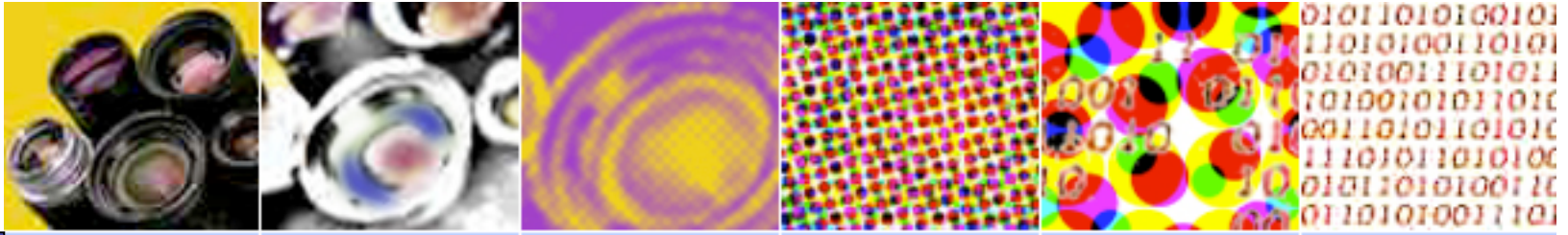


## Staff Overview- Production Responsibilities

Manager	P, I, V, S
Senior Media Specialist	P, I, G
Senior Media Specialist	V, S, M
Media Specialist	I, G
Media Specialist	P, I, G
Media Specialist Associate	I, S, D, M
Media Specialist Associate	I, S, D, M, P
Admin. Support Assistant	P, I, G, V, S, M

### Services:

Photography, Digital Imaging, Graphic Arts, Video Pro., Streaming, Duplicating & Multimedia/AV Setup

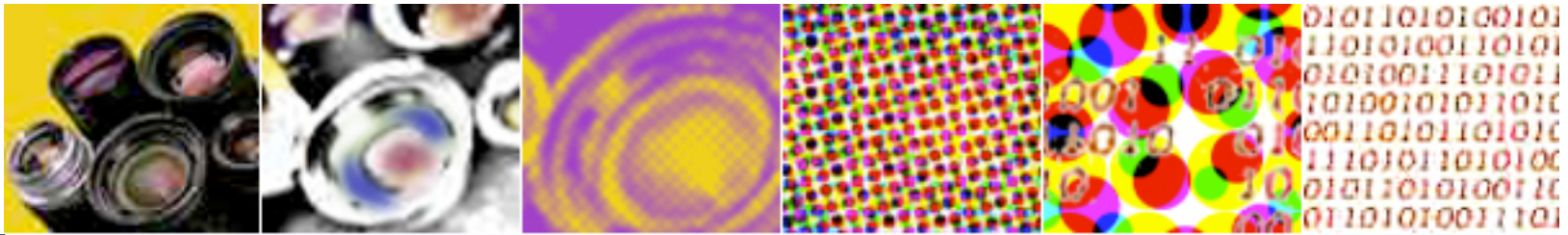


## Products/Services:

Video Tapes, Displays, DVD's, Posters, Scans,  
Brochures, Photographs, Fine Art, Banners,  
Video Streaming, Large  
Documents and other!







## Web Access

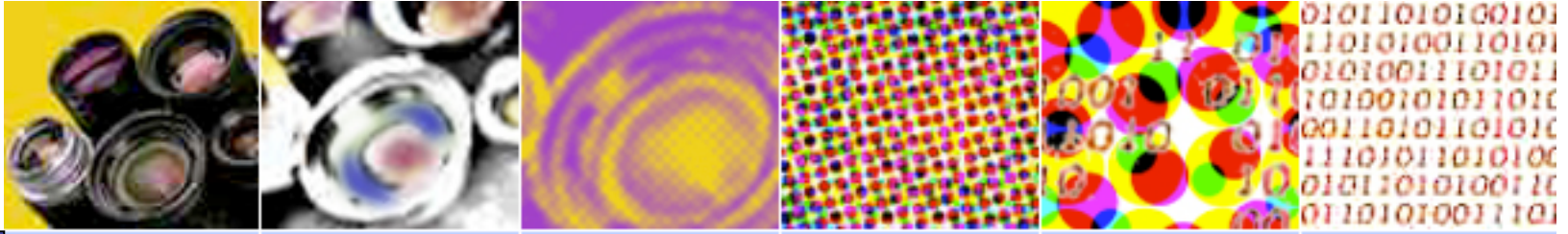
Welcome to the NEW VMS website

Please feel free to look around.



Please use the menu bars to help you find what you are looking for, or just browse.

E-mail [VMS](#) with any comments you might have. We'd appreciate the feedback.

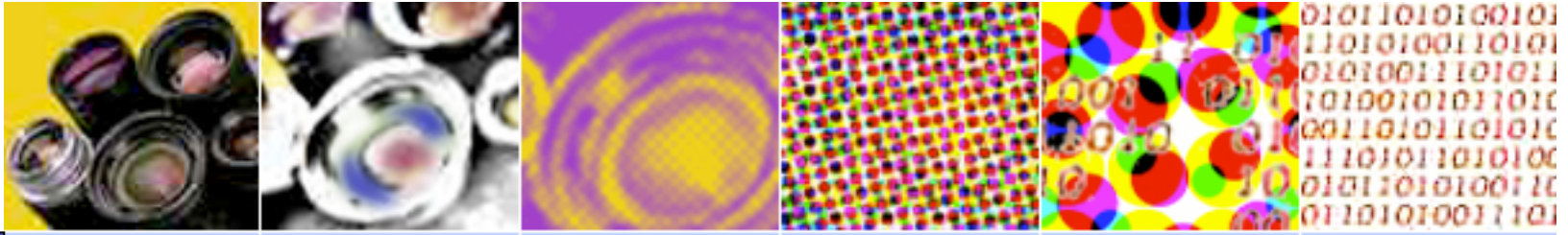


## Visual Infrastructure

- Over 36 years of Photo Archive (30,000 files)
- Over 20 years of Video Archive (4000 source, 500 masters)
- Over 600 video streams available on-line
- Every digital project created in VMS since 1997 on CD (617)
- All collections searchable on intra-office databases (6 total)





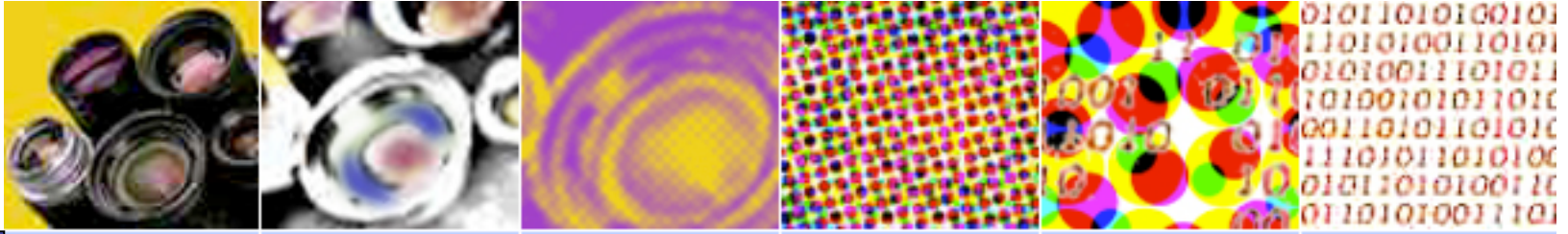


## Costs & Ordering

Partial charge back  
for products and  
no charge back  
for labor or  
creative services.

Order in person ,  
over the phone,  
lab mail,e-mail  
or on web

VMS		
PRICE LIST		
<b>GRAPHIC ARTS</b> Set-up Fees \$50.00 Black & White \$100.00 Color \$5.00 file alterations \$25.00 graphic additions	\$ 5.00 file alterations \$10.00 per CD - Images burned onto a CD Images posted on our FTP site No charge Digital Prints 8.5 X 11 \$17.00/ea additional print of same frame \$9.00 Inkjet Prints - In House \$10.00 per square foot Inkjet Prints - Out Sourced \$11.00 per square foot Mounting (In House) 3/16" Gator Foam \$5.75 per square foot 1/2" Gator Foam \$7.25 per square foot Lustre Laminate \$2.50 per square foot Mounting (Out Sourced) Call for Quote(s) Lustre Laminate \$3.40 per square foot Polaroid Photos Passport, Visa & INS photos \$5.00 for two photos	<b>VIDEO DUBS</b> VHS Dub 30 min. \$7.00 VHS Dub 60 min. \$8.00 VHS Dub 120 min. \$10.00 CD - digital video \$15.00 DVD \$20.00 <b>SCANS FOR MULTIMEDIA</b> (Screen resolution) 35mm slides scans \$10.00 in increments of 20 Transparencies scans \$25.00 per set <b>DUPLICATING</b> Black & White Copies, No Charge Color Copies 8.5 x 11 \$0.50/copy 11 x 17 \$0.75/copy Specialty paper available upon special order and charged back
<b>PHOTOGRAPHY &amp; DIGITAL IMAGES</b> Color Prints 8 x 10 \$17.00 11 x 14 \$42.00 16 x 20 \$61.00 20 x 24 \$98.00 Additional copies at reduced price B/W Prints Call for Quote(s) Overhead Transparency 8.5 x 11 \$18.50 each Scans/Digital Files \$10.00 per scan in requested format and under 50 MB \$20.00 per scan in requested format and over 50 MB		<p>© 2004 VMS visualmedia@fnal.gov www-visualmedia.fnal.gov Fred Ulrich, Manager, fredu@fnal.gov</p>



## **Turn Around of Products & Services**

**All image reproduction requests are completed in five working days.**

**Faster turn around is charged a rush fee.**

**Deadlines for video programs, displays and graphic projects are mutually agreed to by VMS and customer .**





# Travel Office

## Staff:

1 Travel Coordinator

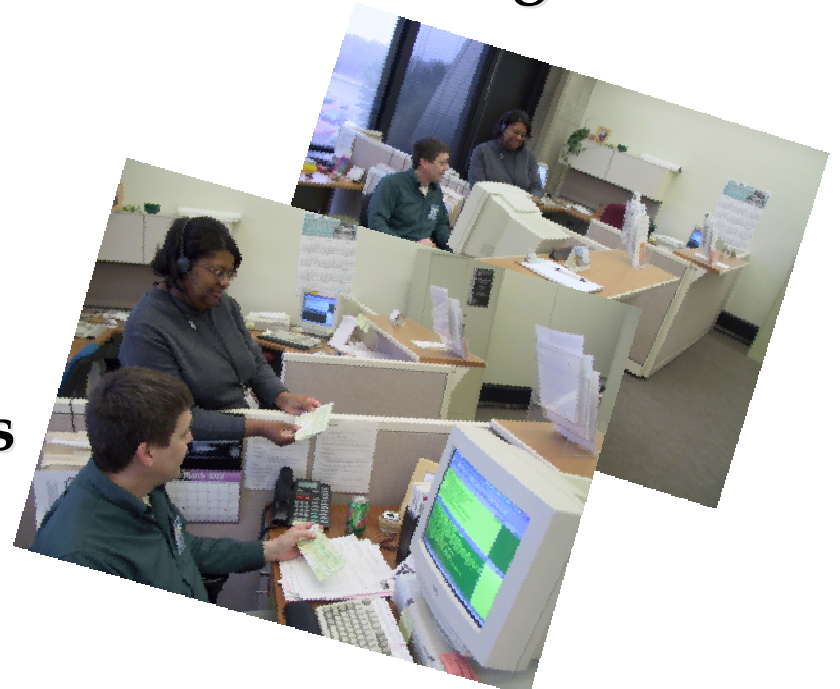
1 Contractor Ticket Agent

## Over the past year:

4655 Airline Reservations

2360 Car Rental Reservations

1944 Hotel Reservations





## Travel Office Estimates

Encourage Traveler to obtain estimate for  
airfare and accommodation @ [www.powertrip.com](http://www.powertrip.com).

Travel Office will provide estimates by email  
or if requested over phone or in person if time permits.





## **Travel Office Estimates**

Since early February 72 people have registered on [powertrip.com](http://powertrip.com).

There have been 500 visits to [powertrip.com](http://powertrip.com)



## **Travel Office Reservations**

Domestic Travel- authorization submitted directly to Travel Office.

Foreign Travel - authorization and D.O.E.  
foreign travel request forms must be completed and submitted to the Travel Office.

Traveler may opt to book reservations via [www.powertrip.com](http://www.powertrip.com). Reservations confirmed via this option will automatically be sent to the Travel Office for ticketing.





# Travel Office Ticketing

Tickets are issued using Apollo on-line ticketing system.

Assemble tickets and any pertinent info that needs to be included with tickets.

Tickets are picked up or mailed .



**We are in a state of transition with our airlines carriers!**

Contract with United ended January 31 ,2003.

Currently no contract in place.

Pending contract with American Airlines.